



To Whom It May Concern,

All returns must be authorized by Sercel Inc. for repair, replacement or warranty service.
Before any product is returned an RMA reference number, the **RH number**, must be obtained from Sercel Inc.
This REF number must appear on all crates, boxes, documents and email correspondence.
Please note your REF number in the above document in the format **RHXXXXXX**.

Please note the following instructions when returning goods for repairs to Sercel Inc. in Houston:

RETURN VIA ROAD/TRUCK (DOMESTIC U.S.)

Ship your return to:

Sercel Inc.
ATTN: Repair Department
17300 Park Row
Houston, Texas 77084
Tel: +1 (281) 492-6688
Email: Hou_CustomerRepair@Sercel.com

RETURN VIA AIR FREIGHT

Air freight shipments should be consigned to:

Sercel Inc.
ATTN: Repair Department
17300 Park Row
Houston, Texas 77084
Tel: +1 (281) 492-6688
Email: Hou_CustomerRepair@Sercel.com

In **Handling information** field on the AWB, state: ***"Please notify Aries Worldwide Logistics"*** and include **NOTIFY PARTY** details below. Attach Commercial Invoice and Packing List to the Airway Bill (AWB).

RETURN VIA OCEAN FREIGHT*

Ocean freight shipments should be consigned to:

Sercel Inc.
ATTN: Repair Department
17300 Park Row
Houston, Texas 77084
Tel : +1 (281) 492-6688
Email: Hou_CustomerRepair@Sercel.com

On the Ocean Bill of Lading, please include "NOTIFY PARTY" as:

Aries Worldwide Logistics
1501 East Richey Road Houston, TX 77073
Office: +1 (281) 821-0733
Email: customsbrokerage@ariesww.com

Ocean logistics documents (commercial invoice, packing list, and Bill of Lading) MUST be sent electronically to HOU_CustomerRepair@sercel.com and customsbrokerage@ariesww.com **48 hours prior to the vessel's departure from the port** to avoid U.S. Customs penalties, delay or storage fees. ***If this information is not received within this time frame, a \$5000 USD penalty charge may be applied to the repair invoice, per inbound shipment.**